

7 FAM 1300 APPENDIX P THE PASSPORT CARD

*(Office of Origin: CA/OCS/PRI)
(CT:CON-299; 04-27-2009)*

7 FAM 1310 APPENDIX P INTRODUCTION

(CT:CON-299; 04-27-2009)

- a. This Appendix of the 7 FAM incorporates changes made in the revised passport regulations, 22 CFR part 51, published at Federal Register Volume 72, No. 249, December 31, 2007, pages 74169-74173 (Public Notice 6044) that implement certain provisions of Section 7209 of the Intelligence Reform and Terrorism Prevention Act of 2004 (IRTPA), Public Law 108-458, 118 Statutes at Large 3638 (22 U.S.C. 4808).
- b. **What is the Western Hemisphere Travel Initiative (WHTI)?** WHTI, a result of IRTPA, requires all travelers to present a passport or other designated document that denotes identity and citizenship when entering the United States.

See ...

Department of State, Bureau of Consular Affairs, Internet WHTI Initiative.
Department of Homeland Security, Internet Crossing U.S. Borders feature.
U.S. Customs and Border Protection, Internet Ready, Set, Go feature.

- c. **What is a Passport Card?** A U.S. passport card is a type of passport and is a travel document issued under the authority of the Secretary of State attesting to the identity and nationality of the bearer (8 U.S.C. 1101(a)(30)). It constitutes proof of U.S. citizenship under 22 U.S.C. 2705 during its period of validity. The passport card was developed by the U.S. Department of State as a more portable and less expensive alternative to the traditional passport book to facilitate entry and expedite document processing at **land and sea borders** and ports of entry for U.S. citizens arriving from **Canada, Mexico, the Caribbean and Bermuda only**.

NOTE:

For people going on cruises, we strongly suggest that they check with their cruise line's requirements of a travel document to ensure that they have the appropriate documents for the stops they'll be making on their

cruise.

- (1) The passport card is not interchangeable with a regular passport or other type of passport book. The passport card has a limited range of use. The passport book will remain the premier internationally accepted travel document.
- (2) The passport card **cannot be used** in lieu of a passport book **to travel by air, except in very limited** emergency situations (see 7 FAM 1300 Appendix N).
- (3) The passport card will have the same periods of validity as a passport book:
 - (a) Ten years for an adult;
 - (b) Five years for minors aged 15 and younger.
- d. Adults who already have a passport book may apply for a card as a passport renewal on a DS-82. Similarly, adults who have a passport card may apply for a book as a passport renewal on a DS-82. A current listing of fees for the passport card (and the passport book) can be located on travel.state.gov.
- e. All requirements regarding passports for minors also pertain to passport cards for minors, including the two-parent consent requirement for an application. (See 7 FAM 1350.)
- f. The passport card **does not** allow for visa pages or added endorsements.
- g. The passport card **cannot** be limited in validity.
- h. **No Diplomatic, Official, or No-fee passport cards are being issued.** Applications for a passport card **must be separate** from an application for a Diplomatic, Official, or No-fee passport book.
- i. 7 FAM 1300 Appendix G provides guidance about fees for passport cards (under revision).
- j. **What is an Enhanced Driver's License?** The Department of Homeland Security (DHS) is pursuing development of alternative documents to meet the WHTI requirements. DHS is encouraging states to enhance their driver's licenses and identification documents. For the purposes of issuance of a U.S. passport, these documents only satisfy proof of identity (See 7 FAM 1320). **They do not constitute proof of U.S. citizenship for passport purposes.**

7 FAM 1320 APPENDIX P PASSPORT CARD APPLICATION PROCESS

(CT:CON-299; 04-27-2009)

- a. Applicants can apply for:
 - (1) Passport book only;
 - (2) Passport book **and** passport card; or
 - (3) Passport card only.
- b. Passport cards may be applied for at passport issuing U.S. embassies/consulates, passport agencies/centers or the nearest passport acceptance facility.
- c. The application process for a passport card is the same as for a passport book. (See 7 FAM 1340 Examination and Adjudication of a Passport Application – under development.)
- d. Form DS-11 "Application For A U.S. Passport" and Form DS-82 "Application for a U.S. Passport by Mail" allow the applicant to designate the travel document (book or card or both) for which he or she is applying.
- e. An applicant can apply for **both** documents using **one** DS-11 or DS-82 passport application form (unless one of them is a no fee passport).
- f. Form DS-5504 "Application for a U.S. Passport – Name Change, Data Correction, and Limited Passport Book Replacement" allows the applicant to indicate which travel document (book, card or both) is being submitted for replacement because of a name change, data correction, or issuance of a full validity passport (upon receipt of sufficient citizenship or entitlement documentation).

7 FAM 1330 APPENDIX P PASSPORT CARD WORKFLOW PROCESSES

(CT:CON-299; 04-27-2009)

- a. All workflow processes for **Book Only Applications** are identical to current procedures for both overseas posts and passport agencies/centers.
- b. All workflow processes for a **Book + Card Application** are identical to current procedures for both overseas posts and passport agencies/centers through the printing and mailing/delivery of the **passport book** – either locally or remotely.
- c. For Book + Card Applications, the book will be issued first, as that is the document that may be used for all purposes.
- d. **Passport Agencies/Centers:**

- (1) Initially, passport cards for domestic passport agencies/centers are **only** printed at the Arkansas Passport Center (CA/PPT/APC).
- (2) At a future date, low volume capacity card printers will be provided to domestic passport agencies/centers.
- (3) Expedite service (only available domestically) is not yet being offered for the passport card at this time. However, if an Expedite Fee is received with a Book + Card Application, it may be used to expedite the book to the applicant.
- (4) Cards from domestic passport agencies/centers issued at CA/PPT/APC will be delivered to the applicant by **First Class Mail**. **No** overnight courier mail service or U.S. Postal Service (USPS) Priority Mail service will be offered for the card at this time. However, if an overnight courier mail service fee or mailing envelope with postage is received with a book + card application, it may be used to return the book to the applicant.
- (5) Agencies/centers will PRISM (Passport Records Imaging System Management) the Book + Card Applications **after** the card is printed and mailed **and** the evidence is returned.

e. **Overseas Posts:**

- (1) All passport card applications, whether Card Only Applications or the card part of a Book + Card Application will be processed through the American Citizen Services (ACS) issuance system, (used by posts abroad), and routed directly to CA/PPT/APC for card production.
- (2) Issued cards on applications received from Canadian posts will be mailed by First Class Mail directly to the applicant's Canadian home address.
- (3) The issued cards printed by CA/PPT/APC for all other posts will be forwarded by First Class Mail to an APO/FPO post address (only limited posts with no unclassified pouch), the domestic unclassified pouch address for post, or the domestic Post Office Box address for Mexico posts. "Consular Section" or "ACS Section" will be used in the post address.
- (4) The return address for issued cards coming from overseas posts will be either the New Orleans Passport Center (CA/PPT/NO) or the National Passport Center (CA/PPT/NPC) depending on which domestic center is the OPDP host partner for the requesting post. **CA/PPT/NO and CA/PPT/NPC will liaise and coordinate with the overseas posts and/or CA/OCS/ACS regarding card delivery problems.**
- (5) Posts needing procedural/operational guidance regarding card

production will be advised to **contact their CA/OCS/ACS country liaison officer first**, who will work with either the Overseas Citizens Services' Office of Policy Review and Interagency Liaison OCS/PRI or CA/PPT as necessary. For systems or technical related issues, posts will continue to contact the CA support desk.

7 FAM 1340 APPENDIX P PASSPORT CARD GENERAL OPERATIONAL DIFFERENCES

(CT:CON-299; 04-27-2009)

- a. Adjudication of citizenship, identity and entitlement for the passport card is **identical** to the current procedures for that of a passport book.
- b. Additionally, adjudication of a Consular Lookout and Support System (CLASS) namecheck hold for a passport card is **identical** to the current procedures for that of a passport book.
- c. The U.S. passport card differs from a passport book mainly in that:
 - (1) Additional visa pages cannot be attached to it;
 - (2) Endorsements cannot be printed on it;
 - (3) A limited validity card **will not** be issued;
 - (4) It cannot be used for air travel.
 - (5) It can be used for land and sea travel only with respect to a very limited number of countries.
 - (6) It is valid without the bearer's signature
- d. Insufficient Citizenship/Entitlement Cases (Overseas posts).
 - (1) Overseas posts will not accept a Book + Card Application if only a limited validity book can be issued.

NOTE: If after the applicant applies and pays the fee for a Book + Card, it is determined that the subject is not eligible for full validity Book, the Card service must be canceled in ACS and a refund given for that portion of the service.

- (2) A passport card will be issued **only** when acceptable citizenship and identity evidence and applicable entitlement documentation **for a full validity passport** are provided.
- (3) If there is no travel urgency, an applicant submitting insufficient citizenship or identity evidence/entitlement documentation **must** be requested to provide acceptable evidence or documentation.
- (4) If an applicant's departure date is **urgent**, but he/she does not

have sufficient citizenship and identity evidence/entitlement documentation for a full validity passport card, the following actions may be taken:

- (a) If the applicant submitted a Card Only Application, he/she can pay the difference in fees (between a card and a book), and be issued a limited validity EPDP book; or,
- (b) If the applicant submitted a Book+Card Application, a limited validity EPDP book will be issued, the Card service must be canceled in ACS, and a refund given for that portion of the service.

e. Insufficient Evidence/Entitlement Cases (Passport Agencies/Centers).

- (1) A passport card will be issued **only** when acceptable citizenship and identity evidence and applicable entitlement documentation **for a full validity passport** are provided.
- (2) If there is no travel urgency, an applicant submitting insufficient citizenship or identity evidence/entitlement documentation **must** be requested to provide acceptable evidence or documentation.
- (3) If an applicant's departure date is **urgent**, but he/she does not have sufficient citizenship and identity evidence/entitlement documentation for a full validity passport card, the following actions may be taken:
 - (a) If the applicant submitted a Card Only Application, he/she can pay the difference in fees (between a card and a book), and be issued a limited validity book; or,
 - (b) If the applicant submitted a Book + Card Application, a limited validity book will be issued. If the applicant submits the limited validity passport with the requested citizenship evidence/entitlement documentation within the appropriate time period, (see Endorsement Code 76 below), he/she will be eligible for a **free replacement full validity book and new full validity card**.
- (4) Endorsement code 76 has been developed to be placed in the **domestic** Book + Card Application urgent issuance situations where only a limited validity passport book is issued because of insufficient citizenship/entitlement documentation.
- (5) Endorsement code 76 will visually indicate in the issued limited book that the applicant may apply on a DS-5504 for a **free replacement full validity book and full validity card**, provided he/she submits acceptable citizenship evidence/entitlement documentation with the application within the appropriate time period (one year for endorsement code 71, 72 and 46 cases; two

years for endorsement code 73 cases);

- (6) The passport specialist will be prompted by TDIS to use endorsement code 76 in all endorsement code 71, 72, 73 and 46 cases. Endorsement code 76 will be printed in the passport **in addition to** endorsement code 71, 72, 73, or 46.

Endorsement Code 76

A FULL VALIDITY PASSPORT BOOK AND CARD MAY BE AUTHORIZED UPON RECEIPT OF REQUIRED DOCUMENTATION.

- (7) Procedures (Passport Agencies/Centers) – Card Only Application:
- (a) The applicant must be advised, either by phone or appropriate Information Request Letter (IRL), that his/her citizenship and identity evidence/entitlement documentation is not sufficient for issuance of a full validity passport, but that a **limited validity passport book** may be authorized;
 - (b) The applicant must pay the difference in application fees between a card and a book **prior** to issuance of the limited validity book;
 - (c) If the application is in a card only batch, it should be removed from the batch and placed into a book only or book + card batch;
 - (d) At or prior to the Adjudication step, and upon receipt of the difference in fees, a passport processing employee or passport specialist must add the necessary fees into TDIS under "Change of Service or Payment" (CSOP) and obtain supervisory approval as appropriate;
 - (e) The passport specialist must de-select the passport card option, then select the passport book option, in TDIS;
 - (f) The passport specialist must enter the appropriate limitation endorsement code (71, 72, 73 or 46) into TDIS;
 - (g) The passport specialist must annotate the application with the selected endorsement code **and** change the document requested on the application form from "U.S. Passport Card" to "U.S. Passport Book";
 - (h) The passport specialist must enclose a DS-5504 and the appropriate Information Notice (IN) explaining why a limited validity book was issued and how the applicant may obtain a free replacement book.
- (8) **Procedures (Passport Agencies/Centers) – Card + Book Application:**

- (a) The passport specialist must enter the appropriate limitation endorsement code (71, 72, 73 or 46) into TDIS;
- (b) TDIS will automatically add endorsement code 76;
- (c) The passport specialist must annotate the application with the selected limitation endorsement code and endorsement code 76;
- (d) The passport specialist must enclose a DS-5504 and the appropriate Information Notice (IN) explaining why a limited validity book was issued and how the applicant may obtain a free replacement book **and** card.

f. **Multiple Valid Passports (Passport Agencies/Centers and Overseas Posts).**

- (1) It is CA's policy generally not to issue a full validity passport book to an applicant who has a history of two or more **valid** multiple lost/stolen/damaged/mutilated passports at the time of the application. (See 7 FAM 1370 Lost, Stolen, Damaged, Mutilated and Found Passports.) Such an applicant currently receives a limited one-year validity passport book and is **not eligible for a free replacement book within one year.** (2) **We will not be issuing a full validity card when we cannot issue a full validity book because of the applicant's multiple loss of valid passports**
- (3) **In these cases only**, the application fee for the card will be refunded.
- (4) Overseas posts **will not** accept a Book + Card Application if only a limited validity book can be issued.

NOTE: If after the applicant applies and pays the fee for a Book + Card, it is determined that the subject is not eligible for full validity Book, the Card service must be canceled in ACS and a refund given for that portion of the service.

- (5) **Procedures (Overseas Posts)** - If an applicant is not eligible for a full validity passport card due to multiple valid passport loss history, the following actions may be taken:
 - (a) If the applicant submitted a Card Only Application, he/she can pay the difference in fees (between a card and a book), and be issued a limited validity book; or,
 - (b) If the applicant submitted a Book+Card Application, a limited validity book will be issued, and the Card service must be canceled in ACS and a refund given for that portion of the service.

(6) **Procedures (Domestic Agencies) – Card Only Application:**

- (a) The applicant must be advised, either by phone or appropriate Information Request Letter (IRL), that he/she cannot be issued a card, but that a limited validity passport **book** may be authorized;
- (b) The applicant must pay the additional application fees required for a passport book **prior** to issuance of the limited validity book;
- (c) If the application is in a card only batch, it should be removed from the batch and placed into a book only or book + card batch;
- (d) At or prior to the Adjudication step, and upon receipt of the difference in fees (between the card and the book), the passport processing person or passport specialist must add the necessary fees into TDIS under CSOP and obtain supervisory approval as appropriate;
- (e) The application **and** TDIS must be updated with the appropriate validity limitation endorsement code (91L, 91S, 91D or 91M);
- (f) The passport specialist must change the document requested on the application form from "U.S. Passport Card" to "U.S. Passport Book".
- (g) The passport specialist must enclose the appropriate Information Notice (IN) explaining why the limited book was issued **and that the applicant must execute a new application to reapply for a full validity book or card, paying all fees.**
- (h) If the applicant refuses or fails to pay the additional fees, the passport card fee **will not be refunded** [.

(7) **Procedures (Domestic Agencies) – Book + Card Application:**

- (a) The passport specialist must de-select the card option in TDIS;
- (b) The passport specialist must select the "No Card" option at CSOP and obtain supervisory approval as appropriate;
- (c) The passport specialist must change the document requested on the application form from "U.S. Passport Card" to "U.S. Passport Book";
- (d) The passport specialist must update the application **and** TDIS with the appropriate limitation endorsement code (91L, 91S, 91D or 91M). Additionally, the passport specialist must

update the TDIS comment field and application with the reason and amount of refund;

- (e) The passport specialist must enclose the appropriate Information Notice (IN) explaining why a limited book was issued and that the **applicant must execute a new application to reapply for a full validity book and/or card, paying all fees.**
- (f) Information regarding approved card application fee refunds will be listed in a spreadsheet and emailed to Passport Services' Office of Planning and Program Support (CA/PPT/PPS) at refunds@passportservices.state.gov. This may be handled as per current agency/center procedures. The spreadsheet must include the following information:
 - Application Number
 - Applicant's Last/First name
 - Reason for Refund
 - Refund Amount
- (g) Non-Citizen U.S. Nationals.
- (1) Currently, we issue a passport book to a non-citizen United States national with the endorsement code 9.

Endorsement Code 9

THE BEARER IS A UNITED STATES NATIONAL AND NOT A UNITED STATES CITIZEN.

- (2) Although the passport card cannot contain an endorsement statement, it is necessary to indicate the different status of the non-citizen U.S. national on the document. "U.S. National" instead of "USA" (used for U.S. citizens) will be printed in the Nationality field on the face of the passport card for such applicants.
 - (3) **Procedures – Non-Citizen U.S. National - Card or Book Applications:**
 - (a) Endorsement code 9 for all non-citizen U.S. national card or book applicants.
 - (b) The passport specialist or consular officer must annotate these applications with endorsement code 9 and enter it into TDIS or ACS.
- h. **Upgrade from a Card to a Book – (Passport Agencies/Centers Only).**

- (1) At or prior to adjudication, an applicant may request an upgrade from a card to a book. After the card has been adjudicated and sent to print, an upgrade can no longer be requested.
- (2) **Procedures - Upgrade from Card to Book:**
 - (a) The applicant must be advised, by phone or appropriate Information Request Letter (IRL), that he/she must pay the difference in application fees between a card and a book **prior** to any upgrade action;
 - (b) If the application is in a card only batch, it should be removed from the batch and placed into a book only or book + card batch;
 - (c) Upon receipt of the difference in fees, the passport processing employee or passport specialist must add the necessary fees into TDIS under "Change Service or Payments (CSOP)" and obtain supervisory approval as appropriate;
 - (d) Using CSOP, the passport specialist must change the "Card" option to "No Card" option; and change the "No Book" option to "Book" option;
 - (e) The passport specialist must change the document requested on the application form from "U.S. Passport Card" to "U.S. Passport Book";
 - (f) Continue to process the application as a passport book.

h. **Expedite Fee for Card Only Cases.**

- (1) Expedite Fee service is not being offered for the passport card at this time.
- (2) If the Expedite Fee is received with a Book + Card Application, it may be used to expedite the **book** to the applicant.
- (3) The Expedite Fee must be refunded if received with a card only application. The passport specialist must update the TDIS comment field and application with the reason and amount of refund.
- (4) See 7 FAM 1300 Appendix G Passport Fees for specific guidance.

i. **First Class Mail Card Delivery.**

- (1) **All** passport cards will be returned by First Class Mail.
- (2) Issued cards on applications received from Canadian posts will be mailed by First Class Mail directly to the applicant's Canadian home address.
- (3) The issued cards printed by CA/PPT/APC for all other posts will be

forwarded by First Class Mail to an APO/FPO post address (only limited posts with no unclassified pouch), the domestic unclassified pouch address for post, or the domestic Post Office Box address for Mexico posts. "Consular Section" or "ACS Section" will be used in the post address.

- (4) **No** overnight courier mail service or USPS Priority Mail service will be offered for the card at this time.
- (5) If an overnight courier mail service fee or mailing envelope with postage is received with a Book + Card Application, it may be used to return the **book** to the applicant.
- (6) If an overnight courier mailing **envelope with postage** is received with a Card Only Application, it must be returned **unused** to the applicant with his/her citizenship evidence.
- (7) The overnight courier mail fee received with a Card Only Application must be refunded. The passport specialist must update the TDIS comment field and application with the reason and amount of refund.
- (8) See 7 FAM 1300 Appendix G Passport Fees for specific guidance.

j. **Card Cancellation – (Passport Agencies/Centers and Overseas Posts).**

- (1) Canceling a card differs significantly from canceling a book.
- (2) **Procedures – Canceling a Card:**
 - (a) **Preferred method:** The passport specialist/consular officer must completely cut off the very top **left** corner of the card at a short 45 degree angle. Do not cut more than 1 cm deep into the card – the cut should be within the "Department of State" or "Passport Card" banner area at the top of the card and significant enough to see an edge is gone.
 - (b) **Secondary method:** If the top left corner of the card is **damaged**, the passport specialist/consular officer must completely cut off the very top **right** corner of the card at a 45 degree angle.
 - (c) Do not cut into the photograph area.
 - (d) Do not cut the bottom corners of the card, as the antenna of the card spans the entire face of the card minus the top border.
 - (e) Do **not** use a "Cancelled" stamp on the card.
- (3) Examples of correct card cancellation are attached. (See 7 FAM 1300 Appendix P Exhibit 1 and 7 FAM 1300 Appendix P Exhibit 2.)

k. **Name Changes.**

- (1) The general adjudicative procedures for a name change remain the same for a card as for a book. (See 7 FAM 1300 Appendix C.)
- (2) An applicant may have both a valid book and a valid card, and returns only one document (e.g. card or book) when requesting a name change. The name change on the submitted document must be processed. The applicant must be requested to submit the other valid document, by appropriate Information Notice (IN), for similar action. (See 7 FAM 1300 Appendix T.)
- (3) **Procedures – Name Change Request - Only One Valid Document Submitted:**
 - (a) If the application (either DS-82 or DS-5504) is in order, (e.g. acceptable name change evidence submitted; applied for within one year if using a DS-5504), take the appropriate adjudicative and TDIS/ACS actions to change the name of the applicant;
 - (b) Issue the new document with the requested name change;
 - (c) Enclose the appropriate Information Notice (IN) requesting that the applicant submit the other valid product for the change of name.

l. **Rewrites.**

- (1) The general adjudicative procedures for a **rewrite** (when the document is defective or contains a data error) remain the same for a card as for a book. (See 7 FAM 1300 Appendix W Rewrites, Reissues, Refiles and Replacements – under development.)
- (2) TDIS and ACS allow for a rewrite to be processed if requested together or separately (when an applicant may have both a valid book and a valid card, but returns only one document). When the second document is returned at a later date, the same procedure must be followed.
- (3) **Procedures – Rewrites - Both Valid Documents Submitted:**
 - (a) If the application (DS-5504) is in order, (e.g. data correction evidence submitted or can be determined from a previous PIERS record), take appropriate rewrite action for the submitted document;
 - (b) **For Passport Agencies/Centers** - If a DS-5504 is not submitted with the book + card (and the documents have been submitted within 30 days of original issuance), TDIS will generate one "dummy" DS-5504 for the rewrite action for the book and the card. The "dummy" will have one application

barcode. Both documents (book + card) will be rejected within TDIS and will be accounted for using normal Product Accountability Procedures.

- TDIS annotates the "dummy" DS-5504 to reflect the rewrite action is for both a book and a card;
- Issue the new documents with the corrected data.

(c) **For Overseas Posts** – A DS-5504 is required, as ACS does not generate a "dummy" DS-5504. A new service must be created in ACS with the corrected data. Both documents (book + card) will be rejected within ACS and will be accounted for using normal Product Accountability Procedures;

- The consular officer must annotate the new DS-5504 to reflect the rewrite action is for both a book and a card;
- Issue the new documents with the corrected data.

(4) **Procedures – Rewrites - Only One Valid Document Submitted:**

(a) If the application (DS-5504) is in order, (e.g. data correction evidence submitted or can be determined from a previous PIERS record), take appropriate rewrite action for the submitted document;

(b) **For Passport Agencies/Centers** - If a DS-5504 is not submitted with the book or card (and the document has been submitted within 30 days of original issuance), TDIS will generate a "dummy" DS-5504 for the rewrite action. The passport processing person or passport specialist will choose the document that has been submitted and is to be rewritten in the TDIS Rewrite module. The document submitted (card or book) will be rejected within TDIS and will be accounted for using normal Product Accountability Procedures.

- TDIS annotates the "dummy" DS-5504 to reflect that the rewrite action is either for a book or a card;
- Issue the new document with the corrected data;
- Enclose the appropriate Information Notice (IN) requesting that the applicant submit his/her previous book or card to be corrected.

(c) **For Overseas Posts** – A DS-5504 is required, as ACS does not generate a "dummy" DS-5504. A new service must be created in ACS with the corrected data. The document (book or card) will be rejected within ACS and will be accounted for

using normal Product Accountability Procedures;

- The consular officer must annotate the new DS-5504 to reflect that the rewrite action is either for a book or a card;
- Issue the new document with the corrected data;
- Enclose a letter to the applicant requesting that he/she submit his/her previous book or card to be corrected.

m. **Reissues.**

- (1) The general adjudicative procedures for a **reissue** (when the document was mailed and never received by the applicant) remain the same for a card as for a book. (See 7 FAM 1300 Appendix W Rewrites, Reissues, Refiles and Replacements – under development.)
- (2) TDIS and ACS allow for a reissue to be processed if requested together or separately (e.g. when an applicant may have both a valid book and a valid card, but requests only one document). If the second document also was not received by the applicant, the same procedure may be followed **if requested no later than 90 days after issuance of the original document.**
- (3) **Procedures – Reissues – Neither Valid Document Submitted:**
 - (a) If the required statement of non-receipt has been received for the requested documents, begin the reissue action;
 - (b) **For Passport Agencies/Centers** - The passport processing person or passport specialist will indicate that both documents are to be reissued using the TDIS Reissue module. TDIS will generate one "dummy" DS-5504 for the reissue action for both the book and the card. The "dummy" will have one application barcode;
 - TDIS annotates the "dummy" DS-5504 to reflect the reissue action is for **both** a book and a card;
 - The passport specialist must use endorsement code 47 for all reissues. (The card will not reflect the endorsement, but the PIERS record will);
 - Reissue the new documents.
 - (c) **For Overseas Posts** – Overseas Posts should follow the instructions outlined in 7 FAM 1364 (Passports Delayed in Transit and Missing Shipments) to initially determine the best course of action.
 - If the consular officer determines a new passport book and card are to be issued, **and the original application is**

available at post, follow all steps outlined in 7 FAM 1364 (Passports Delayed In Transit And Missing Shipments) to spoil the original passport book and card in ACS, and retransmit the case to the domestic passport center partner.

- If the consular officer determines a new passport book and card are to be issued, **and the original application is no longer at post**, a scan from ACS of the original application will need to be assigned a new barcode number, the original passport book and card canceled in ACS, and the case retransmitted to the domestic passport center partner following the instructions outlined in 7 FAM 1364.

(4) **Procedures – Reissue - Only One Valid Document Submitted:**

- (a) If the required statement of non-receipt has been received for the requested document, begin the reissue action;
- (b) **For Passport Agencies/Centers** - The passport processing employee or passport specialist will choose which document is to be reissued in the TDIS Reissue module. TDIS will generate a "dummy" DS-5504 for the reissue action.
 - TDIS annotates the "dummy" DS-5504 to reflect the reissue action for the one document (e.g. either a book or a card);
 - The passport specialist must use endorsement code 47 for the reissue. (The card will not reflect the endorsement, but the PIERS record will);
 - Reissue the new document.
- (c) **For Overseas Posts** – Overseas Posts should follow the instructions outlined in 7 FAM 1364 (Passports Delayed in Transit and Missing Shipments) to initially determine the best course of action.
 - If the consular officer determines a new passport book or card are to be issued, **and the original application is available at post**, follow all steps outlined in 7 FAM 1364 (Passports Delayed in Transit and Missing Shipments) to spoil the original passport book or card in ACS, and retransmit the case to the domestic passport center partner.
 - If the consular officer determines a new passport book or card are to be issued, **and the original application is no longer at post**, a printed scan from ACS of the original

application will need to be assigned a new barcode number, the original passport book or card canceled in ACS, and the case retransmitted to the domestic passport center partner following the instructions outlined in 7 FAM 1364.

7 FAM 1350 APPENDIX P PUBLIC OUTREACH ABOUT THE PASSPORT CARD

(CT:CON-299; 04-27-2009)

Information for use in public outreach about the passport card is available on the CA Internet passport card page.

See ...

Passport Card Frequently Asked Questions

Passport Card Layout

7 FAM 1360 APPENDIX P LOST OR STOLEN PASSPORT CARD

(CT:CON-299; 04-27-2009)

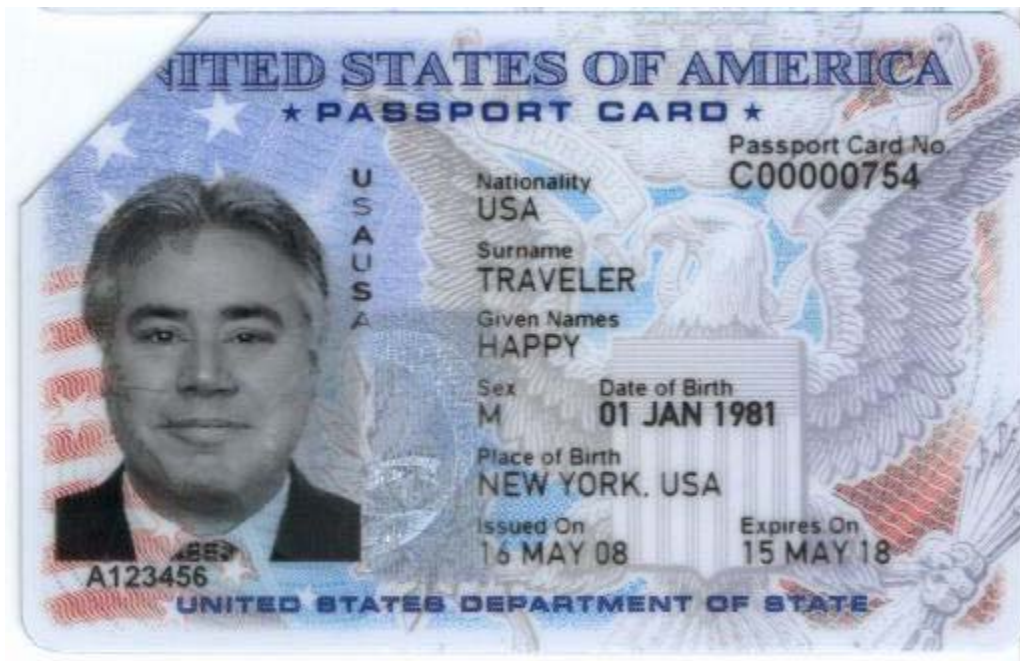
- a. If a passport card is lost/stolen, the procedures outlined in 7 FAM 1370 must be followed.
- b. The loss/theft must be entered in the Consular Lost and Stolen Passport database.
- c. The applicant must complete Form DS-64 to report the document loss/theft.
- d. If the applicant is reapplying, he/she must complete Form DS-11 because he/she is not submitting the most recently issued passport card.
- e. If the passport book is lost/stolen, but the applicant submits a valid passport card, he/she must complete Form DS-64 and Form DS-11 if applying for a new passport book because the applicant was unable to submit the most recently issued U.S. passport.

7 FAM 1370 - 1390 APPENDIX P UNASSIGNED

7 FAM 1300 APPENDIX P EXHIBIT 1 SAMPLE OF PREFERRED METHOD FOR CARD CANCELLATION(SBU)

(CT:CON-299; 04-27-2009)

Top Left Corner Cut at 45 Degree Angle



7 FAM 1300 APPENDIX P EXHIBIT 2 SAMPLE OF SECONDARY METHOD FOR CARD CANCELLATION(SBU)

(CT:CON-299; 04-27-2009)

Top Right Corner Cut at 45 Degree Angle

